



## **Georgeios William**

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### **Introduction:**

I am an enthusiastic and dedicated professional with extensive experience across of all areas of room division. I have vast expertise in leading, developing and motivating multi-cultural teams to achieve objectives and targets.

### **Career to Date:**

#### **Baglioni – The Maldives – Front Office Manager - Pre-Opening Team May 2019 to August 2019**

##### Duties

- Responsible for the hiring of staff – Receptionist, Butler, Luggage Boy, Buggy Driver and Guest Relations Officer.
  - Ensuring smooth hand-over of rooms.
  - Creating inventory and ensuring that all items in rooms are accounted for.
  - Creating the SOPs (Standard Operation Procedures) and training the team in all aspects according to LHW.
  - Taking on the role of Deputy Commander of the Emergency Evacuation Plan.
  - Leading and training the team for opening.
  - Responsible for the ordering and maintenance of office equipment.
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#### **The Sanchaya Estate – Bintan Island, Indonesia – Front Office Manager in charge of Housekeeping January 2018 to May 2019**

##### Duties

- Preparing for arrivals ensuring rooms are clean, inspected and that all guest requests are fulfilled.
- VIP villas must be inspected by FOM or GRO, ensuring all amenities are in place according to the resort VIP Categories Standard.
- Organise with HK for all operational issues, such as arrival, departure, VIP, traces...etc.
- Meeting and welcoming all VIP guests and ensuring that all team members are following the SOP.
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- Escorting guests to the villas and ensuring they are comfortable and well briefed about the resort facilities.
  - Ensuring that all guest profiles are correctly recorded with the PMS, including e-mail addresses, telephone numbers and passport details.
  - Preparing departure letters and guest bills in the evening for next-day departures and ensuring that guests are fully informed about departure times and flight details.
  - Liaising with guests upon departure and wishing them safe journeys (last impression is very important).
  - Ensuring that all guests have settled their accounts.
  - Attending daily briefing meetings with HODs, preparing all the necessary reports for the General Manager, such as daily activity sheet, last night figures and expected figures for the day. Any guest issues are reported to the GM and concerns, if any, are discussed with appropriate Managers.
  - Meeting guests daily during breakfast and other times of the day to ensure that any issues are dealt with promptly and professionally to ensure maximum guest satisfaction.
  - Taking the opportunity to promote resort facilities and maximise revenue.
  - Print the monthly forecast and make the room allocation.
  - Planning the team members' holiday requests and days off according to the occupancy rate.
  - Responsible for weekly snagging list and yearly plan for preventative maintenance.
  - Ensuring room division department is following the standard of "I Prefer" legend.
  - Carrying out the role of "I Prefer" Ambassador (enrolling guests, redeeming points, and giving benefits for "I Prefer" Members).
  - In the absence of the GM, chairing daily briefing meetings with HODs.
  - In the absence of the GM, performing Resident Night Manager duties.
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**The H Resort Beau Vallon 5\* – The Seychelles -Front Office Manager  
January 2017 to January 2018**

Duties

- H Resort very busy operation with average occupancy 85%.
  - Meeting and greeting all arrivals to the resort and asking if they have any special requirements.
  - Preparing rooms for early arrivals according to the availability.
  - Managing the bookings for 2 al la carte restaurants.
  - Taking room service orders and following up delivery and clearance.
  - Planning of the team members' holiday requests and days off.
  - Managing multi-cultural team of 7 nationalities and ensuring smooth operation.
  - Attending daily briefing meetings and preparing of reports for GM and other departments.
  - Daily meetings with Reservations and Housekeeping for planning next-day arrivals.
  - Attending departure of all guests wishing them a safe return journey home and a return trip in the future.
  - Ensuring that the LQA standard is adhered to at all times.
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**Reef 5\* – The Maldives – Front Office Manager**  
**June 2015 to October 2016**

Duties

- Managing team of 53 team members (Reception, Porter, Shop, Transportation, Reservations).
  - Organising sea plane transfers according to the international flight itineraries.
  - Welcoming all guests and greeting them with garland and refreshment.
  - Preparing all reports for GM.
  - Chairing daily meetings with Reservations and Housekeeping.
  - Managing team of multi-cultural nationalities and ensuring smooth operation.
  - Training and coaching the team in all aspects of department's requirements.
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**Savoy Resort and Spa 5\* - The Seychelles – Front Office Manager**  
**August 2013 to April 2015**

**Coral Strand Resort 4\* - The Seychelles – Front Office / Room Division Manager**  
**August 2011 to January 2013**

**Domina Coral Bay Resort and Spa – Egypt – Front Office Manager**  
**December 2008 to March 2011**

Duties

- Supervised the activities and the service levels of the Concierge, guest relations, and telecommunications for the 1600 room resort.
- Ensured proper check-in and check-out and made sure that the guests were happy upon their departure.

Dec 2006 - Dec 2008	Domina Coral Bay	Night Manager
May 2003 - Dec 2006	Domina Coral Bay	Front Office Shift Leader
Jun 2001 - May 2003	Crowne Plaza Resort, Sharm El Sheikh	Guest Service Agent
Jul 2000 - Jun 2001	Royal Rojana Resort, Sharm El Sheikh	Guest Service Agent

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## **Key Competencies**

- **Strategic Problem Solving and Planning:** Innovative and proactive planner with astute problem solving skills. Able to successfully formulate solutions and strategies to ensure company objectives are met by ensuring adequate policies and procedures are in place.
- **Customer Satisfaction and Complaints Handling:** Skilled in providing utmost quality of customer service while simultaneously and tactfully searching for solutions to guests' enquiries and problems.
- **Accurate and Thorough:** Can ensure accuracy of work and maintain concentration in a busy process-driven environment.
- **Time Management:** Excellent time management skills and the ability to stay calm and focused when working to meet tight deadlines.
- **Training and Strategic Vision:** Experienced in training and mentoring new and existing team members.

## **Education**

Sohag University BA 2.2 Accounting and Business Management

Ecornell University Revenue Management Certificate

## **Languages**

Arabic - Mother tongue      English - Fluent      Italian - Very good      Russian – Good  
German -Good

## **References**

1. Michael Wieser  
Chief Operating Officer  
Lily Hotels and Resort Pvt Ltd  
Lily Beach, Resort and Spa at Huvahendhoo, Maldives  
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